

NIATx Organizational Change Model

What



NIATx is an organizational change model designed to **improve organizational performance** and **increase implementation outcomes**. The model is based on four evidence-based organizational change practices.

Evidence-based activities include:

- **Executive Sponsorship:** An executive leader supports program implementation.
- **Customer Focus:** Adapt the program to satisfy customer needs within local setting, while maintaining fidelity.
- **Change Leader:** Drives change, earns buy-in, and streamlines workflows.
- **PDSA Cycles:** Employ Plan-Do-Study-Act to pilot and tweak the program to align it with organizational processes.

Who



is NIATx intended for?

- Anyone responsible for **leading implementation or organizational change** efforts.

conducts NIATx?

Co-designers of the change process:

1. Diverse set of team members
2. Diverse set of customers impacted by the change
3. A change leader to facilitate the change team
4. Ideally, an external coach to provide guidance

How



does the NIATx Model work?

- NIATx Model integrity is enhanced by using **a change leader** trained in or experienced with NIATx methods **and a change team** that seeks customer perspectives.
- **Projects** last from 1-4 months, depending on change complexity.
- **Teams meet** through newly scheduled or existing meetings.
- **Necessary resources** include **time** needed for the change leader and team to conduct NIATx activities and budget-friendliness to enhance sustainability.

Why



use the NIATx Model?

- Using evidence-based practices within the NIATx Model makes it **generalizable**.
- The NIATx Model uniquely **improves processes that have multiple steps**, such as hand-offs between levels of care.
- The NIATx Model has also been linked to **improved treatment access and retention**.

Considerations



Commonly used tools include:

- **Patient walkthrough** to understand the patient experience.
- **Nominal-group techniques** to brainstorm ideas and get team member input.
- **Flowcharting** to understand process improvement opportunities.
- Use of **SMART goals** to direct and quantify change efforts.

Resources

Key citation: [The NIATx model: Process Improvement in Behavioral Health](#)

Illustrative application: [NIATx Change Leader Academy](#)

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